

MiScorecard Performance Summary								
<b>Business Unit:</b>		<b>Michigan Gaming Control Board</b>			Green			
<b>Executive/Director Name:</b>		<b>Richard Kalm</b>			Yellow			
<b>Reporting Period:</b>		<b>Jun 2018</b>			Red			
					Date Approved: 7/13/2018			
Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Yellow		100.00%	83.20% Apr 1 - Jun 30, 2018	84.20%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar Year 2018 audit/inspections plans includes the completion of 13 net wins fiscal years audited and 7 compliance audits.
C-6-AD	All first time offenders of the DPL who agree to participate in the Diversion Program will be mailed enrollment packets within established timeframes	Green		100.00%	100.00% Apr 1 - Jun 30, 2018	100.00%	Quarterly	The Disassociated Persons List (DPL) program is required by the Michigan Gaming Control and Revenue Act and is intended to help those who believe they have a gambling problem. First time violators of the DPL are guilty of trespassing and subject to jail time and/or a fine. All first time offenders of the DPL who agree to participate in the Diversion Program will receive treatment for their gambling problem. Enrollment packets will be mailed to individuals eligible for the Diversion Program within 3 business days of receiving notification from the Attorney General's Office.
C-7-AD	Complete Requests for Information (RFI) from other gaming jurisdictions within established timeframes	Green		95.00%	100.00% Jun 1 - Jun 30, 2018	90.91%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 7 business days.
<b>Financial</b>								
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green		100.00%	100.00% Jun 1 - Jun 30, 2018	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
<b>Internal Business Process</b>								
P-1-LI	Supplemental and one-year renewal investigations of suppliers and vendors completed within established timeframes	Green		85.00%	100.00% Apr 1 - Jun 30, 2018	93.75%	Quarterly	Supplemental and one-year renewal investigations streamlined to ensure the Investigation Section completes investigations within 60 days.
P-8-CAE	Completion of an predetermined number of compliance audits per year.	Green		90.00%	100.00% Apr 1 - Jun 30, 2018	100.00%	Quarterly	Compliance audits ensure casino operations comply with regulatory requirements. Conduct 12 compliance audits of the three Detroit casino gaming operations in 2018. 33% of the compliance audits will be completed by June 30, 2018, 67% by September 30, 2018, and 100% by December 31, 2018.
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	93.33% Jun 1 - Jun 30, 2018	92.31%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		98.00%	99.55% Jun 1 - Jun 30, 2018	99.14%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Green		65.00%	100.00% Jun 1 - Jun 30, 2018	100.00%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2017.
P-33-CAE	Issue a 15-day letter to applicants within the established timeframe	Green		85.00%	98.25% Jun 1 - Jun 30, 2018	100.00%	Monthly	For each applicant that requires a 15-day letter, it must be written and forwarded for mailing within seven business days of the regulation officer's assignment date.
P-34-LI	Millionaire Party Event Applications will be issued within the established timeframe	Green		80.00%	96.79% Apr 1 - Jun 30, 2018	92.69%	Quarterly	Millionaire Party Event Applications received at least 6 weeks prior to the event start date will be issued (if approved) no later than 30 days prior to the event start date.
P-35-CAE	Issue pre-approval notifications to the casino within the established timeframe	Green		85.00%	100.00% June 1 - June 30, 2018	100.00%	Monthly	Regulation officers are required to send a pre-approval email to the casino requesting a Surveillance Alteration Plan within 48 hours of receiving the assignment so the casinos can move forward with the alterations in a timely manner. Pre-approval emails will be issued to a casino within 48 hours of receiving the assignment.
P-36-LAGR	Software and Hardware Submission Evaluations that include ITL testing results will be completed within the established timeframe	Green		100.00%	96.08% Jun 1 - Jun 30, 2018	100.00%	Monthly	Software and hardware for electronic gaming devices must be evaluated prior to being placed onto the gaming floor in the Detroit casinos. Manufactures will submit products to an Independent Test Lab (ITL) for testing and send the ITL's test results along with their submission to MGCB. Manufacturer's software and hardware submissions will be evaluated and processed by the MGCB gaming lab within 7 calendar days from the date the submission is received.
<b>Learning and Growth</b>								
L-28-EE	Good Government updates will be provided to all staff on a quarterly basis.	Green		100.00%	100.00% Apr 1 - Jun 30, 2018	100.00%	Quarterly	Beginning 10/1/2017, provide quarterly updates to all staff on the employee engagement action plan, MGCB strategic plan, and other good government initiatives. Include real-world example to illustrate how the agency and its employees benefit from these projects. Updates will be communicated in the agency's employee newsletter and should be concise and should include references or links to assist interested readers in locating additional information.
<b>Good Government</b>								
GG2	The percentage of champions identified in employee survey.	Green		75.00%	70.00% Feb 28	69.00%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.

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